



PATRICIA S. PLOEHN, LCSW
Director

**County of Los Angeles
DEPARTMENT OF CHILDREN AND FAMILY SERVICES**

425 Shatto Place, Los Angeles, California 90020
(213) 351-5602

June 30, 2010

To: Supervisor Gloria Molina, Chair
Supervisor Mark Ridley-Thomas
Supervisor Zev Yaroslavsky
Supervisor Don Knabe
Supervisor Michael D. Antonovich

FROM: Patricia S. Ploehn, LCSW
Director

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**NEW OUTLOOK BOY'S HOME GROUP HOME PROGRAM CONTRACT
COMPLIANCE MONITORING REVIEW**

In accordance with your Board's April 14, 2009 motion, we are informing your Board of the results of a group home compliance review.

New Outlook Boy's Home Group Home was located in the 2nd Supervisorial District and provided services to Los Angeles County Department of Children and Family Services' (DCFS) foster youth. According to New Outlook Boy's Home Group Home's program statement, their stated goal was "to provide adolescents in need of out-of-home placement with a safe and secure home to live in". New Outlook Boy's Home Group Home was licensed to serve a capacity of eight children, ages 12 through 17. This Group Home voluntarily closed the month after the compliance monitoring review was completed.

The Out-of-Home Care Management Division (OHCMD) conducted a review of New Outlook Boy's Home Group Home in September 2009 at which time they had one eight bed site and four placed DCFS children. All four children were males. For purposes of this review, all currently placed children were interviewed, and their case files were reviewed. The placed children's overall average length of placement was three months, and the average age was 16. Five staff files were reviewed for compliance with Title 22 regulations and the contract requirements.

There was one child on psychotropic medication. We reviewed the case file to assess timeliness of psychotropic medication authorization and to confirm the medication logs documented correct dosages were being administered as prescribed.

SCOPE OF REVIEW

The purpose of this review was to assess New Outlook Boy's Home Group Home compliance with the Contract and State regulations. The visit included a review of New Outlook Boy's Home Group Home's program statement, administrative internal policies and procedures, all placed children's case files and a random sampling of personnel files. A visit was made to the facility to assess the quality of care and supervision provided to children, and we conducted interviews with children to assess the care and services they are receiving.

A copy of this report has been sent to the Auditor-Controller (A-C) and Community Care Licensing (CCL).

SUMMARY

Generally, New Outlook Boy's Home Group Home was providing minimal care to DCFS placed children and the services were not provided as outlined in their program statement. However, the children interviewed stated that they wanted to continue residing at the placement and that the direct care staff is genuinely concerned about them.

The direct care staff stated that they were not pleased with the support they received from the administrative staff. In fact, three staff reported that the Group Home administration was not attentive to the needs of the children and was not open to listening to the direct care staff's suggestions for improvement. Three staff reported that the administration did not review the children's NSP with them.

At the time of the review, New Outlook Boy's Home Group Home needed to address numerous physical plant deficiencies, none of which posed a safety hazard to the placed children. In addition, the Group Home needed to develop comprehensive Needs and Services Plans (NSP). For the one child on psychotropic medication, the Group Home did not obtain court-approved authorization or parental approval to administer the medication.

Shawn Chustz, Executive Director, New Outlook Boy's Home Group Home, was not receptive to attending the exit conference to discuss the Group Home's lack of compliance with State and County Regulations.

Shawn Chustz, Executive Director, New Outlook Boy's Home Group Home, did not respond, express comment or concern regarding the OHCMD's findings.

NOTABLE FINDINGS

The following are the notable findings of our review:

- Of the four NSPs reviewed, none were comprehensive in that they did not complete all the required elements in accordance with the NSP template. The Auditor-Controller's prior review dated October 3, 2008 also noted that New Outlook Boy's Home Group Home did not always ensure that Needs and Services Plans/Quarterly reports were comprehensive.
- The OHCMD observed that the New Outlook Boy's Home Group Home did not successfully comply with the OHCMD's March 25, 2009 Corrective Action Plan (CAP) by correcting all of the physical plant deficiencies. The A-C's prior review also noted that New Outlook Boy's Home Group Home did not always ensure that the facility and surrounding environment were well maintained.
- For the one child on psychotropic medication, the Group Home did not document their efforts to obtain court-approved authorization or parental approval to administer the medication.

The detailed report of our findings is attached.

EXIT CONFERENCE

The following are highlights from the exit conference held September 21, 2009:

In attendance:

Andrew Moppin, Child Care Manager, New Outlook Boy's Home Group Home and Edward Preer, Monitor, Out-of-Home Care Management Division, DCFS.

Highlights:

Shawn Chustz, Executive Director, New Outlook Boy's Home Group Home did not participate in the exit conference. In addition, the Executive Director did not provide the missing documentation requested during the monitoring review and the current children's files reviewed were incomplete. The Executive Director provided an e-mail statement dated September 9, 2009 reporting that the New Outlook Boy's Home Group Home would voluntarily close October 15, 2009.

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Andrew Moppin, Child Care Manager, New Outlook Boy's Home Group Home did not comment regarding the monitoring findings and signed the Group Home Contract Compliance Review Field Exit Summary.

New Outlook Boy's Home Group Home did not respond, express comment or concern regarding the findings. The Group Home voluntarily closed effective October 15, 2009 therefore a CAP was not submitted. All the children were replaced and the facility was placed on Termination Hold on November 2, 2009.

If you have any further questions, please call me or your staff may contact Armand Montiel, Board Relations Manager at (213) 351-5530.

PSP:LP:MG

EAH:DC:ep

Attachments

c: William T Fujioka, Chief Executive Officer
Wendy Watanabe, Auditor-Controller
Donald H. Blevins, Chief Probation Officer
Public Information Office
Audit Committee
Sybil Brand Commission
Shawn Chustz, Executive Director, New Outlook Boy's Home Group Home
Jean Chen, Regional Manager, Community Care Licensing
Lenora Copeland, Regional Manager, Community Care Licensing

**NEW OUTLOOK BOY'S HOME GROUP HOME
CONTRACT COMPLIANCE MONITORING REVIEW-SUMMARY**

1901 West 41st Place
Los Angeles, CA 90062
License Number: 191801203
Rate Classification Level:7

Contract Compliance Monitoring Review		Findings: September 2009
I	<u>Licensure/Contract Requirements</u> (9 Elements) <ol style="list-style-type: none"> 1. Timely Notification for Child's Relocation 2. Stabilization to Prevent Removal of Child 3. Transportation 4. SIRs 5. Compliance with Licensed Capacity 6. Disaster Drills Conducted 7. Disaster Drill Logs Maintenance 8. Runaway Procedures 9. Allowance Logs 	<ol style="list-style-type: none"> 1. N/A 2. N/A 3. Improvement Needed 4. Full Compliance 5. Full Compliance 6. Improvement Needed 7. Improvement Needed 8. Full Compliance 9. Full Compliance
II	<u>Program Services</u> (7 Elements) <ol style="list-style-type: none"> 1. Child Population Consistent with Program Statement 2. DCFS CSW Authorization to Implement NSPs 3. Children's Participation in the Development of NSPs 4. NSPs Implemented and Discussed with Staff 5. Therapeutic Services Received 6. Recommended Assessments/Evaluations Implemented 7. DCFS CSWs Monthly Contacts Documented 	<ol style="list-style-type: none"> 1. Full Compliance 2. Improvement Needed 3. Improvement Needed 4. Improvement Needed 5. Improvement Needed 6. Improvement Needed 7. Improvement Needed
III	<u>Facility and Environment</u> (6 elements) <ol style="list-style-type: none"> 1. Exterior Well Maintained 2. Common Areas Maintained 3. Children's Bedrooms/Interior Maintained 4. Sufficient Recreational Equipment 5. Sufficient Educational Resources 6. Adequate Perishable and Non Perishable Food 	<ol style="list-style-type: none"> 1. Improvement Needed 2. Improvement Needed 3. Improvement Needed 4. Improvement Needed 5. Improvement Needed 6. Full Compliance

IV	<u>Educational and Emancipation Services</u> (4 Elements) <ol style="list-style-type: none"> 1. Emancipation/Vocational Programs Provided 2. ILP and Emancipation Planning 3. Current IEPs Maintained 4. Current Report Cards Maintained 	<ol style="list-style-type: none"> 1. Improvement Needed 2. Improvement Needed 3. Improvement Needed 4. Improvement Needed
V	<u>Recreation and Activities</u> (3 Elements) <ol style="list-style-type: none"> 1. Participation in Recreational Activity Planning 2. Participation in Recreational Activities 3. Participation in Extra-Curricular, Enrichment, and Social Activities. 	<ol style="list-style-type: none"> 1. Improvement Needed 2. Full Compliance 3. Full Compliance
VI	<u>Children's Health-Related Services (including Psychotropic Medications)</u> (9 Elements) <ol style="list-style-type: none"> 1. Current Court Authorization for Administration of Psychotropic Medication 2. Current Psychiatric Evaluation/Review 3. Medication Logs 4. Initial Medical Exams Conducted 5. Initial Medical Exams Timely 6. Follow-Up Medical Exams Timely 7. Initial Dental Exams 8. Initial Dental Exams Timely 9. Follow Up Dental Exams Timely 	<ol style="list-style-type: none"> 1. Improvement Needed 2. Improvement Needed 3. Full Compliance 4. Full Compliance 5. Full Compliance 6. N/A 7. Full Compliance 8. Full Compliance 9. N/A
VII	<u>Personal Rights</u> (11 Elements) <ol style="list-style-type: none"> 1. Children Informed of Home's Policies and Procedures 2. Children Feel Safe 3. Satisfaction with Meals and Snacks 4. Staff Treatment of Children with Respect and Dignity 5. Appropriate Rewards and Discipline System 6. Children Free to Receive or Reject Voluntary Medical, Dental, and Psychiatric Care 7. Children Allowed Private Visits, Calls, and Correspondence Children Free to Attend Religious Services/Activities 9. Reasonable Chores 10. Children Informed about Psychotropic Medication 11. Children Aware of Right to Refuse Psychotropic Medication 	Full Compliance (ALL)

VIII	<u>Children's Clothing and Allowance</u> (8 Elements) <ol style="list-style-type: none"> 1. \$50 Clothing Allowance 2. Adequate Quantity Clothing Inventory 3. Adequate Quality Clothing Inventory 4. Involvement in Selection of Clothing 5. Provision of Personal Care Items 6. Minimum Monetary Allowances 7. Management of Allowance 8. Encouragement and Assistance with Life Book 	<ol style="list-style-type: none"> 1. Improvement Needed 2. Full Compliance 3. Full Compliance 4. Full Compliance 5. Full Compliance 6. Full Compliance 7. Full Compliance 8. Improvement Needed
IX	<u>Personnel Records (including Staff Qualifications, Staffing Ratios, Criminal Clearances and Training)</u> (12 Elements) <ol style="list-style-type: none"> 1. Education /Experience Requirement 2. Criminal Fingerprint Cards Timely Submitted 3. CAIs Timely Submitted 4. Signed Criminal Background Statement Timely 5. Employee Health Screening Timely 6. Valid Driver's Licenses 7. Signed Copies of GH Policies and Procedures 8. Initial Training Documentation 9. CPR Training Documentation 10. First Aid Training Documentation 11. On Going Training Documentation 12. Emergency Intervention Training Documentation 	<ol style="list-style-type: none"> 1. Full Compliance 2. Full Compliance 3. Full Compliance 4. Full Compliance 5. Improvement Needed 6. Full Compliance 7. Full Compliance 8. Full Compliance 9. Improvement Needed 10. Improvement Needed 11. Full Compliance 12. Full Compliance

NEW OUTLOOK BOY'S HOME GROUP HOME PROGRAM COMPLIANCE MONITORING REVIEW

NEW OUTLOOK BOY'S HOME GROUP HOME
1901 West 41st Place
Los Angeles, CA 90062
License Number: 191801203
Rate Classification Level: 7

The following report is based on a "point in time" at the time of the monitoring visit. This compliance report addresses the findings noted during the September 2009 monitoring review.

CONTRACTUAL COMPLIANCE

Based on our review of four children's files and five staff files, New Outlook Boy's Home Group Home was in full compliance with only one out of nine sections of our Contract Compliance review: Personal Rights. This Group Home voluntarily closed effective October 15, 2009. The following report details the results of our review:

LICENSURE/CONTRACT REQUIREMENTS

Based on our review of four children's case files and/or documentation from the provider, New Outlook Boy's Home Group Home fully complied with four out of seven elements, and two elements were non applicable in the area of Licensure/Contract Requirements.

Two of the elements were not applicable. This is a one site facility so there is no possibility of the children being relocated to another location.

We noted that New Outlook Boy's Home Group Home special incidents were appropriately documented and cross-reported. The Group Home was operating in compliance with the licensing capacity, maintained a runaway procedure and appropriate comprehensive allowance logs were maintained.

The Group Home did not adequately provide for the children's transportation needs. Two of the four residents stated that the Group Home did not provide them with transportation to and from recreational activities. One of the four residents stated that a relative transported him to and from baseball practice daily.

According to the disaster drill posted, the Group Home did not conduct disaster drills every six months or maintain updated disaster drill logs. In addition, the Group Home did not advise the children of the disaster drill procedures. New Outlook Boy's Home Group Home did not respond, express comment or concern regarding the findings. The Group Home voluntarily closed effective October 15, 2009.

Recommendations:

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New Outlook Boy's Home Group Home management shall ensure that:

1. The children are transported to and from school and recreational activities.
2. Disaster drills are conducted every six months and document the disaster drills in their log.
3. The children are advised of the Group Home's disaster drill procedures at the time of placement.

FACILITY AND ENVIRONMENT

Based on our review of New Outlook Boy's Home Group Home, review of four children, and/or documentation from the provider, New Outlook Boy's Home Group Home fully complied with one out of six elements in the area of Facility and Environment.

The Group Home's exterior grounds were not well maintained and free of hazards. However, none of the deficiencies posed a safety hazard to the placed youth. The grass was brown; the hedges and trees needed trimming; there was trash under the hedges; and rubbish in the backyard. The A-C's prior review also noted that New Outlook Boy's Home Group Home did not always maintain this area of the Facility and Environment.

The common quarters of the Group Home were not clean, and free from hazards. The Group Home wall heater was covered with dust; the kitchen cabinet above the stove was covered with residue of grease; and the holes in the hallway walls were not patched adequately to conceal the holes. The A-C's prior review also noted that New Outlook Boy's Home Group Home did not always maintain this area of the Facility and Environment.

The children's bedrooms were not well maintained. The built-in-dresser is located in the bedroom's walk-in-closet. The built-in-dresser is made of wood, the wood of the drawer face was splintered. The bedroom closet door was not secured to the wall; and the holes in the bedroom walls were not patched adequately to conceal the holes. The A-C's prior review also noted that New Outlook Boy's Home Group Home did not always maintain this area of the Facility and Environment.

The Group Home did not maintain sufficient age appropriate recreational equipment in good condition for the children. The only recreational equipment observed was a newly installed basketball goal in the driveway.

The Group Home did not have an appropriate quantity and quality of reading materials; magazines and classic books, and educational resources and supplies; dictionaries, paper, pen, and pencils. In addition, the Group Home did not provide a computer in the Group Home for the children.

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We noted that the Group Home maintained adequate perishable and non perishable foods.

New Outlook Boy's Home Group Home did not respond, express comment or concern regarding the findings. The Group Home voluntarily closed effective October 15, 2009.

Recommendations:

New Outlook Boy's Home Group Home management shall ensure that:

4. The Group Home will ensure that the interior and exterior of the facility are maintained in good repair in accordance with Title 22 regulations.
5. The Group Home will maintain sufficient recreational equipment in good condition and age appropriate.
6. The Group Home will maintain an appropriate quantity and quality of reading material, educational resources, supplies, including computers readily available to children.

PROGRAM SERVICES

Based on our review of four children's case files and/or documentation from the provider, New Outlook Boy's Home Group Home fully complied with one out of seven elements in the area of Program Services.

The Group Home's population is consistent with the criteria in the Program Statement.

Although the Group Home monitor requested verification, there was no documentation to indicate that the Group Home obtained the DCFS CSWs' authorization to implement the Needs and Services Plan (NSP). One of the two age-appropriate children placed in the group home 30 days stated he did not participate in the development of the NSP. Two children were not applicable regarding this element as they were placed less than 30 days and no NSP was due. Three of the seven Group Home staff interviewed stated that the implementation of the NSP was not discussed with them. Of the four NSPs reviewed, none provided complete, attainable and comprehensive case goals. The A-C's prior review also noted that New Outlook Boy's Home Group Home did not always provide the required Program Services.

One of the two children placed in the group home 30 days stated he did not receive therapeutic services and for one of the two children placed in the group home 30 days, recommendations and or assessment/evaluation were not implemented.

We noted that the CSWs' monthly contacts with the Group Home were not appropriately documented for the two children placed in the GH 30 days. New Outlook Boy's Home

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Group Home did not respond, express comment or concern regarding the findings. The Group Home voluntarily closed effective October 15, 2009.

Recommendations:

New Outlook Boy's Home Group Home management shall ensure that:

7. The Group Home will obtain and document the DCFS CSW's authorization to implement the Needs and Services Plan.
8. The age appropriate children will participate in the development of the NSP.
9. The children's NSP are comprehensive.
10. The NSPs are implemented and discussed with the Group Home staff.
11. The children are receiving the required therapeutic services.
12. The children's recommendations and/or assessments/evaluations are implemented.
13. The DCFS CSWs monthly contacts are appropriately documented.

EDUCATIONAL AND EMANCIPATION SERVICES

Based on our review of four children's case files and/or documentation from the provider, New Outlook Boy's Home Group Home fully complied with none of the four elements in the areas of Education and Emancipation Services.

The two children placed at least 30 days reported that the Group Home did not provide them the opportunity to participate in emancipation, and vocational training. In addition, the two children stated that the Group Home did not provide them with Independent Living Program Services. Further, the Group Home did not maintain the children's Individual Educational Plans, report cards, and progress reports. New Outlook Boy's Home Group Home did not respond, express comment or concern regarding the findings. The Group Home voluntarily closed effective October 15, 2009.

Recommendations:

New Outlook Boy's Home Group Home management shall ensure that:

14. The Group Home will document their efforts to have the children participate in emancipation and vocational training.
15. The Group Home will document their efforts to provide the children with Independent Living Program Services and Emancipation Planning.

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16. The Group Home will maintain the children's Individual Education Plans in their case files.
17. The Group Home will maintain the children's report cards and progress reports.

RECREATION AND ACTIVITIES

Based on our review of four children's case files and/or documentation from the provider, New Outlook Boy's Home Group Home fully complied with two (66%) out of three elements in the area of Recreation and Activities.

We noted that the Group Home provided the children with activities at home and in the community. In addition, the children stated that they are given the opportunity to participate in extra-curricular activities of their choice.

The Group Home did not provide the children with the opportunity to participate in planning the activities. The children reported that going to the park and a movie once a week was the only activities offered by the Group Home. New Outlook Boy's Home Group Home did not respond, express comment or concern regarding the findings. The Group Home voluntarily closed effective October 15, 2009.

Recommendation:

New Outlook Boy's Home Group Home management shall ensure that:

18. The Group Home will give the children the opportunity to participate in planning the activities.

CHILDREN'S HEALTH RELATED-SERVICES, INCLUDING PSYCHOTROPIC MEDICATION

Based on our review of four children's case files and/or documentation from the provider, New Outlook Boy's Home Group Home fully complied with five out of seven elements and two elements were not applicable in the area of Children's Health Related-Services, including Psychotropic Medication.

The Group Home properly maintained a medication log for the one child on psychotropic medication. The two children placed in the Group Home at least 30 days received timely initial medical and dental examinations. One of the four placed children required medical and dental follow up examinations, which were completed timely.

The Group Home did not obtain current court authorization or parental consent to administer psychotropic medication for the one placed child on psychotropic medication. The Group Home also did not have a psychiatric evaluation/review for the one placed child on psychotropic medication. The A-C's prior review also noted that New Outlook

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Boy's Home Group Home did not maintain documentation to confirm that children taking psychotropic medications are routinely seen by the prescribing psychiatrist. New Outlook Boy's Home Group Home did not respond, express comment or concern regarding the findings. The Group Home voluntarily closed effective October 15, 2009.

Recommendations:

New Outlook Boy's Home Group Home management shall ensure that:

19. The Group Home will obtain current court authorization to administer psychotropic medication and/or parent approval at the time of placement.
20. The Contractor shall arrange for the placed child on psychotropic medication to have a psychiatric/psychological assessment, indicating the placed child's diagnosis, need for treatment, prognosis, and possible side effects of the medication.

PERSONAL RIGHTS

Based on our review of all placed children's case files and/or documentation from the provider, New Outlook Boy's Home Group Home fully complied with all eight elements reviewed in the area of Personal Rights.

Recommendation:

None

CLOTHING AND ALLOWANCE

Based on our review of four children's case files and/or documentation from the provider, New Outlook Boy's Home Group Home fully complied with six out of eight elements in the area of Clothing and Allowance.

We noted that the children had an adequate quantity of quality clothing. The children were allowed to select their own clothing and they were provided with adequate personal items. In addition, the children were provided with the weekly (\$7) minimum monetary allowance and were free to spend their allowance.

One of the two children placed at least 30 days reported that the Group Home did not provide him with the \$50 monthly clothing allowance. The A-C's prior review also noted that New Outlook Boy's Home Group Home did not always ensure that the children received the \$50 monthly clothing allowance. In addition, the Group Home did not provide any of the four children with a life book that included documents such as photos, awards, honors. New Outlook Boy's Home Group Home did not respond, express comment or concern regarding the findings. The Group Home voluntarily closed effective October 15, 2009.

Recommendations:

New Outlook Boy's Home Group Home management shall ensure that:

21. The children will receive the \$50 monthly clothing allowance.
22. The children are encouraged and assisted with the creating and updating of their life books/photo albums.

PERSONNEL RECORDS

Based on our review of five staff personnel files and/or documentation from the provider, New Outlook Boy's Home Group Home fully complied with nine out of 12 elements in the area of Personnel Records.

We noted the Group Home staff meets the education/experience requirements. The criminal fingerprint cards, Child Abuse Index Clearance, and criminal background statements, were submitted timely. In addition, the Group Home staff's drivers' licenses were valid. The Group Home staff received initial, on-going training, and emergency intervention training. The Group Home staff signed the Group Home's policies and procedures.

One employee's initial health screening was not adequately documented on the State Health Screening Report LIC 503 form. In addition, the Group Home failed to document that one employee received CPR and First-Aid training. New Outlook Boy's Home Group Home did not respond, express comment or concern regarding the findings. The Group Home voluntarily closed effective October 15, 2009.

Recommendations:

New Outlook Boy's Home Group Home management shall ensure that:

23. The Group Home will use the State approved health screen form to document the employee's health screen.
24. The Group Home will maintain the employees' CPR and First-Aid training records in the personnel file.

PRIOR YEAR FOLLOW-UP FROM THE AUDITOR CONTROLLER'S REPORT
Objective

Determine the status of the recommendations reported in the A-C's prior monitoring review.

Verification

We verified whether the outstanding recommendations from the A-C's most recent report dated October 3, 2008 were implemented.

Results

The A-C's prior monitoring report contained six outstanding recommendations. Specifically, New Outlook Boy's Home Group Home was to ensure that they maintain the Group Home in good repair in accordance with Title 22 regulations, include all treatment team members in the development of comprehensive NSP, maintain documentation to confirm that the children taking psychotropic medication are routinely seen by the prescribing psychiatrist, and the management provide the children with the required \$50 monthly clothing allowance. Based on our follow up of these recommendations, New Outlook Boy's Home Group Home fully implemented none (0%) of four A-C's recommendations as it relates to the Facility and Environment, Program Services, Psychotropic Medication, Clothing and Allowance. Since we noted that the four recommendations were not fully implemented, a corrective action plan was requested of New Outlook Boys Home Group Home to further address these findings.

Recommendation:

New Outlook Boy's Home Group Home management shall ensure that:

25. They fully implement the four outstanding recommendations from the A-C's Report dated October 3, 2008, which are noted in this report as Recommendations 4, 8, 9, 20, and 21. However, New Outlook Boy's Home Group Home voluntarily closed effective October 15, 2009.